

**911 Grant Program
PERFORMANCE CLOSEOUT REPORT**

RECIPIENT & AWARD INFORMATION	
1. Recipient Organization Name & Address:	
2. Federal Award Number:	3. Award Period of Performance:
4. Federal Award Total:	5. Recipient Match Total:

1. PROJECT GOALS

Please describe the goal(s) you established in your grant application or project plan. What did you plan to achieve by the end of the grant period of performance (August 9, 2019 to March 31, 2022)? *Example: The goal of my 911 grant-funded project was to upgrade CPE for half of the PSAPs in the State (60 PSAPs total).*

2. PROJECT MILESTONES

Please describe key project implementation milestones achieved during the grant period of performance (August 9, 2019 to March 31, 2022).

3. CHALLENGES AND LESSONS LEARNED

Please describe any project implementation challenges you faced throughout the grant period of performance and how your approach and timeline was impacted by these challenges. Describe specific lessons learned from designing and implementing your grant-funded project.

4. FUTURE NG911 IMPLEMENTATION

Please reflect on any future needs to successfully implement NG911. What challenges do you anticipate in order to complete your overall State or Tribal NG911 implementation plan (beyond your grant-funded project)?

5. 911 GRANT PROGRAM-WIDE ACCOMPLISHMENTS

The purpose of the 911 Grant Program is to support the transition of PSAPs and their interconnecting 911 network and core services; to facilitate migration to a digital, IP-enabled emergency network; and adoption and operation of NG911 services and applications.

For 5a.- 5i. of the 911 Grant Program accomplishments below select:

- **YES** for each accomplishment your project(s) achieved (in any capacity).
- **NO** for each accomplishment your project(s) strived to achieve but was ultimately unsuccessful.
- **N/A** for each accomplishment that is not applicable to your project(s). (For example, if you did not use grant funds for any cybersecurity-related activities, you would mark N/A for 5c. “identify cybersecurity vulnerabilities”).

5a.	YES	NO	
Did the 911 Grant Program help your State or Tribal jurisdiction transition to NG911?			
If YES, describe how you know the grant helped to accomplish this program-wide goal for your State/Tribe. If NO, describe the challenges and why the goal could not be accomplished.			
5b.	YES	NO	N/A
Did the 911 Grant help to train and prepare telecommunicators and/or public safety professionals for the implementation of NG911?			
If YES, describe how you know the grant helped to accomplish this program-wide goal for your State/Tribe. If NO, describe the challenges and why the goal could not be accomplished.			

5c.	YES	NO	N/A
Did the 911 Grant help to identify cybersecurity vulnerabilities?			
If YES, describe how you know the grant helped to accomplish this program-wide goal for your State/Tribe. If NO, describe the challenges and why the goal could not be accomplished.			
5d.	YES	NO	N/A
Did the 911 Grant help your State or Tribal jurisdiction to access or improve GIS data?			
If YES, describe how you know the grant helped to accomplish this program-wide goal for your State/Tribe. If NO, describe the challenges and why the goal could not be accomplished.			
5e.	YES	NO	N/A
Did the 911 Grant help your State or Tribal jurisdiction to migrate PSAPs to an IP-enabled emergency network?			
If YES, describe how you know the grant helped to accomplish this program-wide goal for your State/Tribe. If NO, describe the challenges and why the goal could not be accomplished.			

5f.	YES	NO	N/A
Did the 911 Grant help your State or Tribal jurisdiction to adopt NG911 equipment, services and applications?			
If YES, describe how you know the grant helped to accomplish this program-wide goal for your State/Tribe. If NO, describe the challenges and why the goal could not be accomplished.			
5g.	YES	NO	N/A
Did the 911 Grant increase the ability for PSAPs to share caller data or facilitate automatic call transferring and processing by other 911 call centers?			
If YES, describe how you know the grant helped to accomplish this program-wide goal for your State/Tribe. If NO, describe the challenges and why the goal could not be accomplished.			
5h.	YES	NO	N/A
Did the grant help prepare PSAPs to transition to NG911 that otherwise would have remained at a legacy 911 service level? Please indicate below if any of these counties were located in rural or underserved areas.			
If YES, describe how you know the grant helped to accomplish this program-wide goal for your State/Tribe. If NO, describe the challenges and why the goal could not be accomplished.			

5i.	YES	NO
Did the grant help achieve any other NG911 accomplishments other than those listed above? For example, did your grant-funded project result in the completion of a state NG911 plan or readiness assessment?		
<p>If YES, describe how you know the grant helped to accomplish this program-wide goal for your State/Tribe. If NO, describe the challenges and why the goal could not be accomplished.</p>		

6. 911 GRANT-FUNDED ACTIVITIES & PROJECT METRICS

In the following section, please identify the metrics you established and tracked to assess program implementation for your grant-funded activities. The following table also includes commonly identified metrics examples for activities conducted under the grant.

If your grant included any of the Activity Categories listed below, please provide a response for the Program-Wide Common Metrics Example(s) or any other metric your agency established and tracked for the grant-funded activity.

If your grant-funded activity and related data metrics are not represented in the Activity Categories below, please use the OTHER space provided and indicate the Activity Category, your established metrics and the quantity or percentage achieved during the grant period of performance (August 9, 2019 to March 31, 2022).

Activity Category	Quantity or Percentage of Metric	Program-Wide Common Metrics Example
Cybersecurity		Number of cybersecurity assessments completed
	Quantity or Percentage of Metric	Your Established Metrics
Cybersecurity		
Cybersecurity		

Activity Category	Quantity or Percentage of Metric	Program-Wide Common Metrics Example
NG911-Focused Training		Number of telecommunicators and other public safety personnel trained
NG911-Focused Training		Number of training courses conducted
	Quantity or Percentage of Metric	Your Established Metrics
NG911-Focused Training		
NG911-Focused Training		
Activity Category	Quantity or Percentage of Metric	Program-Wide Common Metrics Example
GIS Data		Number of PSAPs operating with enhanced GIS data
GIS Data		Number of counties improving GIS data
GIS Data		Percentage of State operating with upgraded GIS data
	Quantity or Percentage of Metric	Your Established Metrics
GIS Data		
GIS Data		

Activity Category	Quantity or Percentage of Metric	Program-Wide Common Metrics Example
Equipment Upgrades		Number of PSAPs that received NG911 compatible equipment
Equipment Upgrades		Number of workstations using upgraded equipment
Software or Application Upgrades		Number of software or application licenses issued
	Quantity or Percentage of Metric	Your Established Metrics
Equipment Upgrades		
Software or Application Upgrades		
Activity Category	Quantity or Percentage of Metric	Program-Wide Common Metrics Example
ESInet Migration		Number of PSAPs migrated to an ESInet
ESInet Migration		Number of counties migrated to an ESInet
ESInet Migration		Percentage of the State migrated to an ESInet
	Quantity or Percentage of Metric	Your Established Metrics
ESInet Migration		
ESInet Migration		

Activity Category	Quantity or Percentage of Metric	Program-Wide Common Metrics Example
Next Gen Core Services		Number of PSAPs operating live on Next Gen Core Services
Next Gen Core Services		Number of counties operating live on Next Gen Core Services
	Quantity or Percentage of Metric	Your Established Metrics
Next Gen Core Services		
Next Gen Core Services		
Activity Category	Quantity or Percentage of Metric	Program-Wide Common Metrics Example
Planning for NG911 Readiness		Number of readiness assessments or surveys completed
	Quantity or Percentage of Metric	Your Established Metrics
Planning for NG911 Readiness		
Planning for NG911 Readiness		
Activity Category (OTHER)	Quantity or Percentage of Metric	Metrics

Certification: I certify to the best of my knowledge and belief that this report is correct and complete for performance of activities for the purposes set forth in the award documents.

Printed Name and Title of Authorized Certifying Official:

Signature of Authorized Certifying Official:

Telephone:

Email: